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09/886,457	06/20/2001	Greg Udelhoven	1340.002US1	4980

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EXAMINER

SALIARD, SHANNON S

ART UNIT	PAPER NUMBER
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3628

MAIL DATE	DELIVERY MODE
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11/26/2007

PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary

Application No.

09/886,457

Applicant(s)

UDELHOVEN ET AL.

Examiner

Shannon S. Saliard

Art Unit

3628

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 18 September 2007.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-37 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-37 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☐ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date _____
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: _____

DETAILED ACTION

Status of Claims

1. Applicant has amended claims 1, 14, and 25. No claims have been added or cancelled. Thus, claims 1-37 remain pending and are presented for examination.

Response to Amendment

2. The declaration filed on 18 September 2007 under 37 CFR 1.131 has been considered but is ineffective to overcome the Schiff et al reference.
3. The evidence submitted is insufficient to establish diligence from a date prior to the date of reduction to practice of the Schiff et al reference to either a constructive reduction to practice or an actual reduction to practice. The absence of activity between the dates of December 3, 1999 and June 20, 2000 do not prove that due diligence was taken toward constructive reduction to practice. The showing of facts shall be such, in character and weight, as to establish reduction to practice prior to the effective date of the reference, or conception of the invention prior to the effective date of the reference coupled with due diligence from prior to said date to a subsequent reduction to practice or to the filing of the application. Original exhibits of drawings or records, or photocopies thereof, must accompany and form part of the affidavit or declaration or their absence must be satisfactorily explained, *see MPEP 715(a), Swearing Back or Reference, Affidavit or Declaration*. The period during which diligence is required must be accounted for by either affirmative acts or acceptable excuses. *Rebstock v. Flouret*,

191 USPQ 342, 345 (Bd. Pat. Inter. 1975); Rieser v. Williams, 225 F.2d 419, 118 USPQ 96, 100 (CCPA 1958).

Response to Arguments

4. Applicant's amendments filed 23 March 2007, with respect to the rejections of claims 1, 14, and 25 under 35 U.S.C. 112, Second Paragraph, have been fully considered and are persuasive. Thus, the rejections of claims 1, 14, and 25 under 35 U.S.C. 112, Second Paragraph have been withdrawn.

Claim Rejections - 35 USC § 103

5. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

6. **Claims 1-3, 5-10, 13-15, 18-23, 24-27, 29-34, and 37** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of Schiff et al [US 2002/0022977].

As per **claims 1, 14, and 25**, Flake et al discloses a method for providing travel services, the method comprising: receiving data from a client system to insert into a traveler database having traveler information for a plurality of travelers (col 3, lines 46-52; col 8, lines 33-36; see Fig. 1); receiving a request from a travel arranger for at least

one travel service (col 7, lines 1-14); requesting information regarding the at least one travel service from a Global Distribution System (GDS); retrieving traveler data from the traveler database; and displaying the traveler data in conjunction with the information from the GDS (col 2, lines 19-24; col 7, lines 16-27, displays for the agent {arranger} the requesting customer's business/ and or individual profile information, along with all CRS information). Flake et al does not explicitly disclose displaying a user interface providing the subset of the plurality of travelers associated with the travel arranger; receiving through the user interface a selection of a traveler from the subset of the plurality of travelers; and retrieving traveler data for the selected traveler from the traveler database, wherein the traveler data includes at least a portion of the traveler information. However, Schiff et al discloses agents are assigned to process travel requests made by specific customers and business organizations [col 1, line 65- col 2, line 1]. Furthermore, Schiff et al discloses associating a traveler with a travel agent that is stored in a database, for a plurality of travel agent and a plurality of travelers [0008; 0018]. Moreover, Schiff et al discloses that an agent may be provided with an activity listing that enables the agent to access a listing of the customers that fall into the activity group [(display customers associated with that agent); 0153] such as a "to do" list; wherein the agent may select a customer from the list to obtain additional information for contacting that customer [0154]. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Flake et al to include the method disclosed by Schiff et al. Schiff et al suggests that agent/ customer tracking and management protects the agent's customer pool so that an agent

does not receive reduced commissions through inappropriate customer switching among agents [0007].

As per **claims 2, and 26**, Flake et al further discloses further comprising: deferring a task related to the travel request; routing the task to a travel counselor for completion (col 8, lines 1-17).

As per **claims 3 and 27**, Flake et al further discloses wherein routing the task includes determining the travel counselor to receive the task based on the type of task (col 8, lines 40-43).

As per **claims 6, 19, and 30**, Flake et al further discloses wherein the at least one travel service includes an airline reservation service (col 3, lines 26-29).

As per **claims 7, 20, and 31**, Flake et al further discloses wherein the at least one travel service includes a hotel reservation service (col 3, lines 26-29).

As per **claims 8, 21, and 32**, Flake et al further discloses wherein the at least one travel service includes a rental car reservation service (col 3, lines 26-29).

As per **claims 9, 22, and 33**, Flake et al further discloses wherein the at least one travel service includes a train reservation service (col 26-29).

As per **claims 10, 23, and 34**, Flake et al further discloses wherein the at least one travel service includes a limousine reservation service (col 26-29).

As per **claims 13 and 37**, Flake et al further discloses further comprising: retrieving corporate travel data, said data including at least one travel policy; determining a valid travel service option from the information from the GDS in accordance with the at least one travel policy (col 3, lines 55-65).

As per **claim 15**, Flake et al further discloses wherein the at least one GDS includes the Sabre system (col 3, lines 22-25).

As per **claim 18**, Flake et al further discloses wherein the at least one GDS includes the Worldspan system (col 3, lines 26-29).

As per **claim 24**, Flake et al further discloses further comprising a call management system operative to forward requests to a user of the travel services component (col 8, lines 4-16).

As per **claims 5 and 29**, Flake et al further discloses wherein routing the task includes determining a skill grouping for the task (col 1, lines 65-67; col 2, lines 1-6).

7. **Claims 4 and 28** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of Schiff et al [US 2002/0022977] as applied to claim 1 above, and further in view of Bull et al [U.S. Patent No. 5,995,943].

As per **claims 4 and 28**, Flake et al discloses all the limitations of claims 1 and 2. Flake et al does not disclose wherein routing the task includes determining that a travel related service has become available. However, Bull et al discloses a method for finding a requested service that was not yet available and monitoring information additions so that the user may be provided the information when it is available (col 6, lines 5-1).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Flake et al to include the method disclosed by Bull et al so that the travel agent does not have to spend unnecessary time searching for a travel service that best meets the customer's need.

8. **Claims 11 and 36** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of Schiff et al [US 2002/0022977] as applied to claim 1 above, and further in view of Iyengar et al [U.S. Patent No. 6,360,205].

As per **claims 11 and 35**, Flake et al discloses all the limitations of claim 1. Flake et al does not disclose wherein retrieving traveler data from the traveler database includes retrieving data regarding a previous itinerary and further comprising copying the data regarding the previous itinerary into a current itinerary. However, Iyengar et al discloses accessing a database record for a traveler from a previous transaction to copy that data into a current request (col 8, lines 9-30). Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Flake et al to include the method disclosed by Iyengar et al. Iyengar et al provides the motivation that the information from the previous transaction so that the request can be pre-populated with information and the user can avoid typing the information again.

9. **Claims 12 and 36** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of Schiff et al [US 2002/0022977] as applied to claim 1 above, and further in view of Harris et al [US 2002/0108109].

As per **claims 12 and 36**, Flake et al does not explicitly disclose wherein retrieving traveler data from the traveler database includes retrieving data regarding a first traveler's itinerary and further comprising copying the data regarding the first traveler's itinerary into a second traveler's itinerary. However, Harris et al discloses that a user inputs travel data for multiple passengers and that possible itineraries are presented based on the user's profile [0048]. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to retrieve information regarding a first passenger's travel itinerary to input into a second traveler's itinerary for the customer convenience of avoiding repeating the booking process for each individual passenger that has an identical itinerary.

10. **Claims 16 and 17** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of Schiff et al [US 2002/0022977] as applied to claim 1 above, and further in view of Lynch et al [U.S. Patent No. 6,119,094].

As per **claims 16 and 17**, Flake et al discloses all the limitations of claim 14. Flake et al does not disclose wherein the at least one GDS includes the Galileo system or the Amadeus system. However, Lynch et al discloses a travel reservation system that includes the Galileo system and the Amadeus system (col 4, lines 54-60). Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Flake et al to include the method

disclosed by Lynch et al to obtain a comprehensive inventory of travel service availability.

Conclusion

11. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Shannon S. Saliard whose telephone number is 571-272-5587. The examiner can normally be reached on Monday - Friday, 8:00 am - 4:30 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John W. Hayes can be reached on 571-272-6708. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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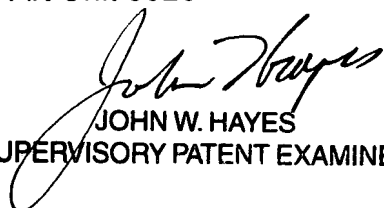
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sss

Shannon S Saliard
Examiner
Art Unit 3628


JOHN W. HAYES
SUPERVISORY PATENT EXAMINER